

**Product Number: 4212.01.15**

## **APPLICATION MANAGEMENT / DEVELOPMENT**

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The Utah Department of Corrections (UDC) has developed many applications that are used to support its mission and vision. This product description covers the applications where the UDC / DTS application staff has either created the source code or have direct access to the source code.

All application maintenance / development activities performed at UDC will follow the UDC / DTS IT Project Governance document.

The hours of support required for all Application Management / Development are listed below.

Application	Support Hours	Days of Week
O-Track (PB)	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
O-Track (Web)	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
M-Track	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Count Movement Backup	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.

State of Utah	Product Description	
LEB Case Management	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
UDC Web Sites	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
UCI Web Site	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
O-Track Web Service	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
UCJIS Data Link	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Public Safety Socket	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Sex Offender Registry – F-Track Bridge	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Offender Obligations (OOS)	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Documentmine	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Food Services	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Heritage Hall	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.

## State of Utah

## Product Description

Staff Information System (SIMON)	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
UCI Book Order	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
UDC Phone Directory	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
GRAMA Request Tracking	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Websics	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Training Records (TRS)	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.
Vines Interface	Application support - 8 am to 5 pm. Desktop and Hosting support - 24 hours/day.	Application support - Monday thru Friday. Desktop and Hosting support - 7 days a week.

## Product Features and Descriptions

Feature	Description
Support Day-to-Day Operations	Assist in resolving problems that impact day-to-day operation of the application. Depending on the criticality of the application as well as the issue / bug, the issue may just be documented for work in the next release. If resolution requires reassignment of resources from approved project work, users will be required to coordinate through their leadership chain up to the UDC Executive Office.

## State of Utah

## Product Description

Project Management	Identify work to be performed and expected outcomes for each project. Develop / coordinate the creation of project documentation (Project Definition document, Project Plan, requirements / specifications document, implementation plan, use cases / test plan, etc.). Track the actual work effort against the plan. Coordinate the efforts of all parties affected by the project, including agency staff, DTS staff, and third parties (other agency staff, Utah Interactive, vendors / consultants, etc.). Provide effective and appropriate level of communication regarding project status and issues regularly (Stakeholders, Project Team, Users, Agency Staff, etc.).
Application Bug Fixes and Enhancements	Programming and unit testing of applications and interfaces to fix reported bugs, implement legislative changes, and add enhancements that are approved and prioritized by the agency.
Database Support	Perform modifications to the database(s) needed to accommodate the implementation of change requests and project tasks. Ensure the reliability and availability of application databases and implement changes as required.
Application Release Projects	Manage the implementation of changes to each application as a project. Apply project management principles appropriate to the situation and follow DTS standard deployment processes for application changes.
Service Request Tracking	Track all requests for changes or modifications to each application. Provide information / reports to agency leadership in support of prioritization activities.
Testing	Perform all testing as necessary to ensure that changes have been made correctly and that the system / application is ready for user acceptance testing. Create or maintain appropriate test scenarios.
Legislation	Provide input to fiscal notes during the legislative session, including estimates of the effort required to implement changes. Suggest changes that could make implementation easier or more effective.

## Features Not Included

Feature	Explanation
Static Table Entry	UDC User Representatives determine and load Static Table content items.
User Functional Testing	UDC User Representatives and groups perform User Testing activities.
Policy and Procedure documents	UDC User Representatives will create / update agency Policies and Procedures.

## State of Utah

## Product Description

User Manuals	DTS does not write or update user manuals for the applications. UDC User Representatives and groups will write new manual segments and update existing manuals as changes to the system are developed.
User Training	DTS does not provide user training for the applications. UDC User Representatives and groups prepare and present all user-level training on the applications.
Content for UCI & UDC web sites	UDC and UCI user representatives are responsible for the creation and update of web site content.
Application Help Desk	DTS does not provide first line user support for these systems. Application questions are first directed to responsible agency staff.

## Rates and Billing

Feature	Description	Base Rate
Application Maintenance by DTS staff	All hours reported as worked each pay period, including overtime and on-call.	Refer to DTS Rate for Application Maintenance
Contractors, Vendors, Consultants, MC1015 staff	Development, maintenance, analysis, project management or implementation work provided by any 'third party'.	Actual cost

## Ordering and Provisioning

Following the process outlined in the UDC IT Project Governance document, requests for application maintenance work are presented by agency staff to the UDC Executive Office for approval. Once approved, UDC Executive Leadership and the IT Director will coordinate the assignment of resources.

A "Show Stopper" change management process is in place to provide for UDC Executive approval for emergency additions or changes to an application when bugs are reported that threaten the stability or critical functionality of the system.

## DTS Responsibilities

Select the technologies used for each application and the best method for applying those technologies to meet the agency's need.

Identify technical requirements and ensure resources are available. Ensure potential expenditures are identified early in the project process.

Analyze, code, test and implement software products to meet specified business needs.

Coordinate all contracts, purchases and other efforts in support of the application maintenance process. This may include representing the agency when dealing with third party providers.

## State of Utah

## Product Description

Notify UDC managers and users in advance when application releases, maintenance and upgrade events are scheduled to avoid unexpected interruptions to business activities.

Ensure DTS staff resources are adequately trained and kept current in the knowledge and skills necessary to maintain these applications.

Ensure that where applicable, all work follows the UDC IT Project Governance Model.

Coordinate the completion and sign off of all project related documentation (project definition, project plans and schedules, requirements and specifications, implementation strategies, acceptance documents, etc.)

Effectively manage the completion of work and the communication of progress / status of all projects and work activities.

## Agency Responsibilities

Provide executive direction through the UDC IT Project governance model, and project oversight through appointed Stakeholder Committees or management sponsorship.

Work cooperatively with DTS staff when setting priorities and working on projects. This includes the creation of documentation, requirements (JAD sessions), design, training, and implementation.

After negotiation, ensure that agency resources are available for project work. This will ensure timely completion of projects.

Determine content for and load data into application static tables, as required.

Perform User Acceptance Testing of each change / project, paying particular attention to bug fixes and requested enhancements. Report any errors found.

Provide first line application support to all staff that use UDC applications. Escalate problems to DTS staff when required.

Provide to the DTS Service Desk quarterly listings of front line UDC staff designated to provide first level user support.

Update training manuals and UDC Policy & Procedures documents to reflect changes being made in the application.

Provide training to users, as needed.

Except in specifically approved instances, all data entry, data cleanup and other direct data handling activities are the responsibility of UDC.

## DTS Service Levels and Metrics

## State of Utah

## Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM/CACTUS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months.

## State of Utah

## Product Description

These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied